

DEPARTMENT OF PUBLIC HEALTH  
POSTING OF VACANCY  
DPH Employees are strongly encouraged to apply  
DPH Employees ONLY

**Consumer Information Representative (WISH to fill as Pre-Professional Trainee)  
Office of Health Care Access**

POSTING DATE: November 1, 2016

CLOSING DATE: November 8, 2016 \*

**PLEASE FOLLOW THE SPECIFIC APPLICATION INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

OPEN TO: DPH Employees ONLY

POSITION CONTROL NUMBER: PROMOPDL NOTE: THIS NUMBER MUST BE INCLUDED ON YOUR APPLICATION

LOCATION: 410 Capitol Avenue, Hartford, CT

SHIFT/HOURS: 1<sup>st</sup> Shift/40 hours/week

SALARY GROUP/RANGE: CL13 \$40,901-CL19 \$69,795 in accordance with Item No. 471-Q

**NOTE: CANDIDATES APPLYING FOR THIS POSITION MUST MEET THE MINIMUM QUALIFICATIONS REQUIRED OR BE ELIGIBLE FOR LATERAL TRANSFER.**

**Preferred Skills:**

- Experience researching consumer complaints or inquiries, including gathering necessary information in order to assist consumers.
- Experience working with the public, including communicating effectively with challenging situations, such as upset callers.
- Experience developing written material.

**(PRE-PROFESSIONAL TRAINEE) MINIMUM QUALIFICATIONS REQUIRED**

**Knowledge, Skill and Ability:**

Evidence of basic aptitudes, motivation, interest and ability sufficient to provide reasonable foundation for acquiring knowledges and skills required for a designated technical or professional classification.

**EXPERIENCE AND TRAINING:**

**General Experience:** Three (3) years of current employment as a state employee including one (1) year in work related to the target class.

**Special Requirement:**

Incumbents in this class will be eligible for promotion without competitive examination upon completion of a specified period of training and satisfactory service. The length of the training plan must be sufficient to allow incumbents to fully meet experience and training requirements of the target class. The training period may be one, two or three years depending on the experience and training requirements of the target class as follows:

**LENGTH OF TARGET CLASS**

**EXPERIENCE AND TRAINING**

Five (5) Years

**LENGTH OF TRAINING PERIOD**

Two (2) Years

2.) All appointments to this class shall be under terms of a training program and in accordance with a time schedule approved by the Commissioner of Administrative Services. All training plans must be approved by the Department of Administrative Services prior to appointment to this class.

**Special Conditions:** Incumbents in this class will retain permanent status in the class from which appointed. If the incumbent does not fulfill the terms of the approved training program and time schedule or fails to qualify for appointment to the target class upon completion of the specified training program, the incumbent will be reassigned to the class from which appointed.

**PLEASE NOTE:** This position will be filled in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

**Application Instructions: ANYONE WISHING TO APPLY FOR THIS POSITION MUST SUBMIT A COMPLETE State of Connecticut Application Form for Examination and Employment (Form CT-HR-12), INCLUSION OF A RESUME IS OPTIONAL. THE ENTIRE APPLICATION PACKAGE MUST BE RECEIVED NO LATER THAN THE CLOSING DATE AT THE TOP OF THIS FORM AT:**

FAX: 860-730-8386

**EMAIL:dph.recruitment@ct.gov**

If mail is necessary, please send to:

Department of Public Health

410 Capitol Avenue, MS #13PER

PO Box 340308

Hartford, CT 06134-0308

\* The closing date is for this posting. This may differ from the examination closing date for a competitive examination. Questions regarding this process should be directed to the Human Resources Office (Recruitment Hotline, 860-509-7223).

**THE DEPARTMENT OF PUBLIC HEALTH AIMS TO PROVIDE EQUAL OPPORTUNITY IN ALL ASPECTS OF EMPLOYMENT AND ADVANCEMENT, FOSTERING AN ENVIRONMENT COMMITTED TO SUPPORTING INDIVIDUALS IN ALL PROTECTED CLASSES. IF YOU REQUIRE AID/ACCOMMODATION TO PARTICIPATE FULLY AND FAIRLY, PLEASE CONTACT THE HUMAN RESOURCES OFFICE AT 860-509-7177.**